

# Customer Service Agent Self-Evaluation Form

## Basic Information

Name

Email

Date

## Self-Evaluation

How would you rate your communication skills?

- ☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5

How do you handle difficult customer situations?

What steps do you take to ensure customer satisfaction?

How would you assess your knowledge of our products/services?

- ☐ 1  
☐ 2  
☐ 3  
☐ 4  
☐ 5

How do you deal with stress at work?

## Goals & Improvement

What are your strengths as a customer service agent?

In what areas do you feel you can improve?

What training or support would help you perform better?